

Eastern Wyoming College

Instructional Program Review 2011-2012

Program:
Certified Nursing Assistant

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EASTERN WYOMING COLLEGE Instructional Program Review

Program Name: Health Technology (HLTK) & Nursing Studies (NRST)

Part 1: Statistical Data from the past three years:

	2008-2009	2009-2010.	2010-2011.	5-Year Average
Annualized FTE Enrollment	14.6	18.4	29.9	18.4
Annualized FTE Faculty	1.8	2.1	3.0	2.24
# Students	74	104	145	92

FTE – Full-time equivalent

Notes:

Modes of Delivery:

Online compressed video face-to-face

Advisory Committee Members and Title or Role:

Dr. Susan Wilhelm, Nursing Program Director, University of Nebraska—Scottsbluff Location
 Sandy Dugger, Human Resources Director, Banner Health
 Natalie Korrell, Long-term Care Director, Banner Health
 Dr. Peggy Knittel, EWC Science Instructor & Pre-professional Advisor
 Wade Bruch, EWC Workforce Development Director
 JoEllen Kiegley, EWCETSS Coordinator
 Mike Durfee, EWC Associate Vice President for Outreach & Learning
 Dr. Dee Ludwig, EWC Vice President for Learning

Community Partners or Internships: (if applicable)

Banner Health Community Hospital & Goshen Care Center in Torrington, Wyoming
 Douglas Care Center in Douglas, Wyoming
 Platte County Memorial Nursing Home in Wheatland, Wyoming
 Niobrara Health and Life Center in Lusk, Wyoming
 Weston County Health Services in Newcastle, Wyoming
 Crook County Medical Services District Long Term Care in Sundance, Wyoming

Revisions in Curriculum since Last Review:

There have been no revisions in the CNA curriculum since the last review although the primary textbook has a new version. However, additional classes have been added including the CNA II class and the Medication Aid class.

Part II Narrative Analysis

Description of Community Need:

The Certified Nursing Assistant (CNA) program had its beginnings in January 2004 when the Outreach and Workforce office personnel including Maureen Reichert and Dee Ludwig started exploring the growing workforce need for the Certified Nursing Assistant Class in this community. This followed the closure of several CNA programs which were taught in the hospitals and long-term care centers in the local and surrounding areas. It was established that there was a need for a State Nursing Board approved

Certified Nursing Assistant class in this area of Wyoming because of pent-up demand and the projected need for healthcare workers in long-term care settings. With additional help from a contracted part-time instructor Jan King, RN, the program was approved in May 2004.

In the beginning the instructor position was a part-time position, and in 2006 the CNA instructor position evolved into a full-time position and continues to be a full-time position located at the Torrington campus. In the summer of 2010, Jan King RN retired and Gwen Yung RN, BSN was hired for the full-time position as instructor for the CNA program.

In the summer of 2006, the Douglas campus and community expressed a need for a CNA program in Douglas. In April, 2008 a CNA program was established in Newcastle followed by Wheatland in April, 2009; Sundance in June, 2010; and Lusk in September, 2011. Primarily part-time instructors are utilized in other parts of the service area. Vickie Winney was a full-time instructor for Douglas for two years and paid through the ETSS grant through Spring, 2012. The grant can no longer afford a full-time instructor so the Douglas position has reverted to an adjunct position. Most of the outreach classes are offered on an as-needed basis except Douglas which has held two classes per semester.

As shown in the table on page 2, the FTE attributed to this area has grown significantly in the last three years. The first classes were held in the basement of the Banner Medical Clinic Building, then held in Tebbet 132, and eventually moved to the Tebbet 110 which is being remodeled this summer to include a water source in the classroom. Tebbet 110 is a dedicated health technology classroom.

The CNA class represents a partnership with Banner Health, who provides some of our items used in the classroom labs. We feel we have a good working relationship with Banner Health facilities along with our outreach clinical sites in Lusk, Newcastle, Wheatland and Sundance.

Classes are scheduled to accommodate the various needs of the students including evening, day and weekend classes (5:30pm to 9:30pm and 8:00am to 4:30pm). We offer at least two classes each semester and a summer class on the Torrington and Douglas campus. The Wyoming Board of Nursing requires each student to complete at least 75 hours of CNA training which must include 16 hours as a clinical rotation at one of our clinical sites. At that point, the students are prepared to take a written test and perform a statewide skills test at a testing site. The testing sites for the students are offered in several different areas and dates in Wyoming.

We currently have two grants that are offered through the Workforce program that benefit low income students with children here at Eastern Wyoming College. They are the ETSS and TANF grants. If the student meets the requirements for the grant they will have the cost of tuition, books, supplies and any fees covered by the grant.

An ongoing advisory council meets at least once a semester to update the program and keep it on track. We have also formed a committee to evaluate the kinds of criminal background checks being done on the CNA students. Our program has a Department of Family Services (DFS) background check with which EWC currently works, but they may still be "unemployable" when they apply for a job because of other criminal or misdemeanor activity on their records. Banner Health facilities now require a nationwide background check to be done on each student before they can participate in the clinical experience in their facilities. These are done free of charge by the Banner Health facilities.

Description of State and National Trends

United States	Employment		Percent Change	Job Openings
	2010	2020		
Certified Nursing Assistants (health aides various)	1,505,300	1,807,300	20%	302,000
Wyoming	Employment		Percent Change	Job Openings
	2004	2014		
Certified Nursing Assistants (health aides various)	9244	12830	28%	3586

State and National Wages

Location	Pay Period	Year or Period (2010)				
		10%	25%	Median	75%	90%
United States	Hourly	\$8.68	\$9.98	\$11.63	\$14.07	\$16.91
	Yearly	\$18,060	\$20,770	\$24,190	\$29,270	\$35,170
Wyoming	Hourly	\$9.00	\$11.04	\$13.08	\$15.04	\$17.00
	Yearly	\$18,720	\$22,963	\$27,570	\$31,283	\$35,360

Wage data are collected by each state through the Occupational Employment Statistics (OES) survey, conducted by the Bureau of Labor Statistics (BLS) at the U.S. Department of Labor. National wage estimates are developed by BLS. State and national occupation information is classified using the Standard Occupation Classification (SOC) system.

Activities in Support of Student Recruitment and Retention

In Torrington, Gwen offers extra help and CNA refresher courses before each testing date to practice any skills that the student may need extra training in. Other instructors offer additional help to students as well. Students must successfully pass the class as well as participate in the clinical experiences. If a student misses a lab day they have to set up a time to make up the lab. If a student misses clinical they will be placed in the next class clinical rotation. If a student fails the state written or skills test, most of the students return the second time to retake whichever part of the test they failed.

Assessment of Student Learning

Classroom assessment techniques (CATs) and student evaluations have been completed for each class. In addition, the division chair visits the classroom on a regular basis and provides feedback.

Objectives, goals, quizzes, and assessments are all listed in the class syllabus as well as the curriculum which was approved by the State Nursing Board. We continue to keep a spreadsheet of all students who have taken the CNA class. We try to keep track of the students who have passed the state exams. However, this is not always possible because we have a number of students who do not notify us whether they have passed or not. Follow-up letters are sent to those students and most do not reply. Other students are taking this class as a prerequisite for nursing school and do not plan to become practicing CNAs. Overall, the students report they feel well prepared to take the state exam. In addition, some students after doing their clinical rotations have decided not to continue on with this particular career. This should be viewed as a positive outcome because it is better to know before if this career is a good fit for them.

This course is meeting workforce demands in Torrington, Wheatland, Lusk, Douglas, Newcastle, Sundance, Cheyenne and Mitchell Nebraska. Students who enter the workforce are earning entry-level

wages ranging from \$9 to \$11 per hour in this region. Other parts of the state report higher entry level wages. For a four-credit hour class, this represents a good wage.

Strengths of the Program and Faculty

The Certified Nursing Assistant Program at EWC currently has three licensed and knowledgeable RN's with extensive nursing experiences including having worked for at least two years in a long-term care facility. In addition, they all have prior supervisory experience and have been approved by the Wyoming State Nursing Board. All must show completion of a "Train the Trainer" course as well.

The employer partnerships are important in this program. We discuss problems with our students as well as problems with staffing at the care centers. For the clinical rotation at the care centers, CNA students are paired with a staff CNA to provide opportunities to learn from the person actually doing the job and receiving two days of intense hands-on training. Students report that they enjoy these hands-on opportunities to work with the residents. All students are checked off on the skills in lab in the classroom before attending the clinical rotation.

Gwen is very comfortable with the curriculum and confident in her knowledge of the educational material. In addition, her years of experience as a practicing nurse and teaching in Nebraska for seven years gives her confidence in presenting this information to the students in an exciting environment.

Gwen has completed a class to become an approved CPR instructor. This is helpful because she also provides CPR classes for the students and offers classes for faculty and community.

She gives each student any extra help they need to complete the class. This is true for students who may be from other areas and cannot make class due to weather or students with children who have no family support or daycare when their children get ill. Other instructors are equally accommodating to students in their classes.

In October 2011 we were approved by the State Board of Nursing to teach the CAN II classes. We had our first class which had five (5) students, and they all passed the class. They are required to take forty (40) hours of lecture and lab time. Then the student goes back to the facility that they work at and a qualified Registered Nurse checks them off on the skills they have learned. The RN will follow the facility policies and procedure for that skill. Then they return the paperwork back to the instructor who checks them off on the skills they were unable to get at the facility, and the checklist is sent to the Board of Nursing to be approved. When approved they will appear on the State Registry as a CAN II. The student then is qualified to take the Medication Aide-Certified class which has also been added to our list of offerings. It requires 100 hours, of that, sixty (60) hours is lecture in the classroom and forty (40) is clinical time at the facility they work at.

Part III Recommendations

Faculty Recommendations

I meet and communicate on a regular basis with Mike Durfee and others to make sure the needs of our outreach sites are being met. I recommend that we meet once a year with the outreach instructors to discuss any improvements or changes in the method of instruction. Sometimes there are changes in rules and regulations from the State Board of Nursing or in the testing material.

One area that needs some improvement is arranging or finding a funding resource for students who do not necessarily qualify for TANF or ETSS. Many of our students come from medium income families or do not have children, however they really want to become a CNA or nursing student and do not have the funding available for this class. The cost for tuition, fees, uniforms, shoes, watch, testing and licensing fees amounts to more than \$800.00 dollars.

This summer the classroom is going to be remodeled so that we can have a sink and counter in the classroom. This was a concern the State Board of Nursing had when this class was started that the sink was not in the classroom. This will represent a big facility improvement.

Advisory Committee Recommendations:

The advisory committee had been somewhat inactive for the last couple of years; however, Gwen reinvigorated her advisory committee which met this spring and will meet at least two times a year. The committee commended Gwen on developing the two additional classes including the CNA II and the Medication Aid class. In addition, a discussion was held about the viability of developing an LPN program in Douglas. Wade Bruch is working closely with the outreach coordinators to conduct a survey of healthcare providers throughout the service area to determine the overall healthcare workforce demands. Most nursing programs do require the CNA class as a prerequisite for admittance into a nursing program. The CNA students are usually successful when they take their state exams. The advisory group thinks that EWC should be allowed to be a testing site. Gwen will continue to investigate that. The committee discussed a more intensive background check than the one that is provided through DFS.

Division Chair Recommendations:

The Certified Nursing Assistant Program continues to provide important skills and training to students at EWC. Three instructors are currently providing training and offering courses in EWC's six county service area. My recommendations for the program are as follows:

- 1) Continue to work on providing a quality curriculum for CNA students, as well as developing CNA II, and Medication Aide-Certified courses.
- 2) Continue to pursue funding resources for students who do not qualify for TANF or ETSS financial assistance.
- 3) Continue to hold semi-annual Advisory Committee Meetings.
- 4) Continue to meet with Outreach Coordinators and Instructional personnel in order to continue to provide quality instruction and services at Outreach sites.
- 5) Work with recruiters and marketing personnel in order to better advertise the program, and recruit students.

Vice President's Recommendations:

The CNA program is not a "program" like other degree programs at EWC. Instead it has represented a class whereby the student is prepared to take the Certified Nursing Assistant state exam. A fledgling workforce department created the course which is now being taught at multiple locations throughout our service area. At this point, the Health Technology area is expanding to include the CNA II class and the Medication Aide. Other courses that are included under this umbrella include the intravenous therapy

courses, the home health aide refresher course, and an introductory course to health careers. Gwen Yung functions as our primary instructor and has worked closely with Vickie Winney from Douglas and our other part-time instructors within the service area. Gwen also functions as our primary liaison with the Wyoming State Board of Nursing, basically serving as a departmental director. Gwen is our second full-time instructor in this area, following Jan King, RN, who was our initial full-time hire instructor in 2006. In addition to credit classes, Gwen and Jan also have offered noncredit offerings such as Nutrition Aid or other topics for continuing education for practicing CNAs and others. The CNA class has continued to meet workforce demands and continues to have mostly fully enrolled courses which are defined as 12 per section per the State Nursing Board guidelines. Gwen has also provided numerous in-service training sessions such as CPR and blood borne pathogens. She serves on the Curriculum & Learning Council as a Science Division representative. I concur with the Division Chair's recommendations and add the following recommendations:

1. Review the rest of the curriculum in the health technology area and recommend action on the courses that have not been offered in recent years.
2. Arrange and facilitate regular meetings with the health technology adjunct instructors to review the curriculum requirements and any new developments from the state.
3. Expand the Advisory Committee to include representation from other communities in our service area.
4. Work closely with the workforce development office to ensure that the appropriate classes and trainings are held to meet community and employer demands. Help analyze the results of the healthcare employers' survey being conducted this summer.
5. Review waitlists in a timely manner and help ensure that "full classes" are held. With limits of 12. It is imperative to develop systems to work the waitlists.
6. Revise and update all of the Memorandums of Understanding (MOUs) with the service area health care facilities to include the other courses that are taught under this umbrella.
7. Work closely with the Financial Aid office and others to help identify needed sources of tuition assistance for potential CNA students who do not qualify for the ETSS or TANF funding.
8. Finalize the background check recommendation and forward it to the Curriculum and Learning Council for implementation no later than Fa11 2013.